

NATIONAL PARTNERSHIP FOR REINVENTING GOVERNMENT SURVEY

Your responses to this survey will be **strictly confidential**. They will be combined with responses from others in your organization and other Federal agencies into a summary report. No one in your organization will have access to your individual responses. We urge you to take advantage of this opportunity to express your views. Your frank and honest answers are appreciated.

Any information you provide is completely voluntary. While we need your input and urge your cooperation, declining to respond to any item will have no effect on you.

Please use any pen or pencil to blacken the circle corresponding to your response choice.

In my organization:

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
1. There are service goals aimed at meeting customer expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. There are well-defined systems for linking customers' feedback and complaints to employees who can act on the information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Managers communicate the organization's mission, vision, and values.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My immediate supervisor has organized our work group effectively to get the work done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. At the place I work, my opinions seem to count.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. A spirit of cooperation and teamwork exists in my immediate work unit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Teams are used to accomplish organizational goals, when appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Employees are rewarded for working together in teams (for example, performance ratings, cash awards, certificates, public recognition).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Employees in different work units participate in cross-functional teams to accomplish work objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Recognition and rewards are based on merit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Creativity and innovation are rewarded.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Employees receive training and guidance in providing high-quality customer service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Employees receive the training they need to perform their jobs (for example, on-the-job training, conferences, workshops).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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In my organization:

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
14. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability) are respected and valued.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Supervisors/team leaders understand and support employees' family/personal life responsibilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. My organization has made reinvention an important priority.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. In the past 2 years, the productivity of my work unit has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. In the past 2 years, I have been given more flexibility in how I accomplish my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Employees are required to report the hours they work on a daily basis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Corrective actions are taken when employees do not meet performance standards.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Management and the union(s) work cooperatively on mutual problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To what extent:

	Not at All	To a Limited Extent	To a Moderate Extent	To a Great Extent	To a Very Great Extent
22. Has your organization implemented simplified travel regulations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Has your organization streamlined the process for hiring employees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Has the use of government credit cards for small office purchases been implemented in your organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Are you clear about how "good performance" is defined in your organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Do you have electronic access to information needed to do your job?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you do not work for a regulatory agency, skip items 27 and 28 and go to the next page.

27. Is your organization working with its regulated community to achieve better compliance through partnerships?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Is your organization working to streamline its regulatory program to make it more readable and customer-focused?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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With reference to your job:

- | | Very Dissatisfied | Dissatisfied | Neither | Satisfied | Very Satisfied |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 29. Considering everything, how satisfied are you with your job? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 30. How satisfied are you with your involvement in decisions that affect your work? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 31. How satisfied are you with the recognition you receive for doing a good job? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- | | Very Poor | Poor | Fair | Good | Very Good |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 32. Overall, how good a job do you feel is being done by your immediate supervisor/team leader? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 33. How would you rate the overall quality of work being done in your work group? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Background and Employment Information

The following questions ask about your background and employment status. The information you voluntarily provide will help to determine the representativeness of participation and aid with interpretation of the results.

34. How long have you been a Federal Government employee (excluding military service)?
- | | |
|--|--------------------------------------|
| <input type="radio"/> Less than 1 year | <input type="radio"/> 16 to 20 years |
| <input type="radio"/> 1 to 5 years | <input type="radio"/> 21 to 25 years |
| <input type="radio"/> 6 to 10 years | <input type="radio"/> 26 to 30 years |
| <input type="radio"/> 11 to 15 years | <input type="radio"/> 31+ years |
35. What is your pay grade?
- | | |
|-------------------------------------|--|
| <input type="radio"/> 01 through 05 | <input type="radio"/> 13 through 15 |
| <input type="radio"/> 06 through 10 | <input type="radio"/> Above 15 (SL,ST,ALJ) |
| <input type="radio"/> 11 through 12 | <input type="radio"/> SES |
36. Are you:
- ☐ Female
☐ Male
37. Are you of Hispanic or Latino origin?
- ☐ No
☐ Yes
38. What race do you consider yourself to be?
- ☐ American Indian or Alaska Native
☐ Asian
☐ Black or African American
☐ Native Hawaiian or Other Pacific Islander
☐ White
☐ Other
39. Are you in a workplace that is represented by a union collective bargaining agreement?
- ☐ Yes
☐ No
☐ Don't know
40. Where is your job located?
- ☐ National headquarters
☐ Regional headquarters
☐ Field
41. Please print the first three numbers of your work location's zip code and darken the corresponding bubbles.
- Work location zip code:
- | | | | | | |
|---|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 1 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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43. What is your job category?

(see list printed on the inside back cover of your survey folder)

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

44. What is your level of supervisory responsibility?

- Comments? You are our best source of ideas. We invite you to share one or two brief comments or suggestions regarding government reinvention.*

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Thank you for participating in the NPR survey!

For your convenience, we have provided you with a self-addressed, postage-paid envelope. Please return the survey to the address below. **Do not bend or fold the survey.**

NPR Survey Center
c/o The Federal Executive Board
P.O. Box 25082
Oklahoma City, OK 73125-9942

